ABSTRACT

The work consist of: 182pages, 58 illustrations, 46 tables, applications, 10 sources.

QUALITY MANAGEMENT SYSTEMS, QUALITY INDICATORS, STATISTICAL METHODS OF ANALYSIS, CONTROLLES, SUCCESS CARD.

The purpose of this work is to implement a system of decision support in quality management through the development of an appropriate method of statistical analysis of the stability of technological processes.

In this thesis the methods of statistical analysis of the stability of technological processes were analyzed and proposed as a means of static analysis of the use of control letters and control cards (Shukhart cards). In the implementation of this work were used spreadsheets MS Excel.

The result of the work is the developed method of static analysis of the processes of production of semi-finished products, which was proposed for solving the actual problem of reducing the production of defective products at the enterprise PJSC "ROSAVA".

The results of this thesis are recommended for use at manufacturing enterprises of various industries, where there are sections for the manufacture of semi-finished products to reduce defective finished products.

This thesis is a response to the needs of domestic industrialists and entrepreneurs to improve the quality management system.

It is advisable to further develop research using more sophisticated statistical methods, such as multidimensional statistical analysis.